



# MARK LEGAULT

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## SUMMARY

CompTIA A+ certified I.T. and Operations Support professional with over 5 years' experience in Desktop Support, Microsoft project support, and all new employee on-boarding tasks. Exceptional interpersonal and customer service skills. Ability to handle high-level inbound support tickets utilizing Business Management Software (Autotask, ServiceNow) in-person or by phone and email.

## SKILLS

- CompTIA A+ Certification
- Desktop Support
- Task Streamlining
- Service Now/Autotask
- Microsoft Office 365
- Account Management
- Supervisory Skills
- Problem-Solving
- Microsoft Remote Desktop

## EXPERIENCE

### IT Plant Support Analyst II

3M/(LCI) (Irvine, CA)

June 2021 - Present

### Migration/Deployment Team/Desktop Support

St. Joseph Hospital/Providence Health System (Apex Systems) (Orange, CA)

July 2020 – June 2021

- Migrate medical health records (MHR) hardware to Epic system-compatible hardware including Panasonic scanners, Zebra arm band/label printers (I.P.), Instamed credit card swipe devices, EPCS prescription devices
- Deploy all devices throughout St. Joseph Hospital and its ambulatory offices throughout Orange County, CA
- Configure and install Dell Wyse thin clients to display department-specific information throughout the hospital
- Ensure all upgraded and newly configured hardware functions as per department specifications
- Handle desktop support using Service Now ticketing system

### I.T. Support/Website Manager

Espada Public Relations/Freelance (Westlake Village, CA)

January 2019 – July 2020

- Designed and managed corporate website for *"The #1 Multicultural Entertainment P.R. Firm in Hollywood."* Responsible for I.T. and all tech/network support for employees remotely and in-person
- Utilized CompTIA Troubleshooting theory for any technical support

### I.T. & Operations Support/Microsoft Project Support

Exsilio Solutions (Irvine, CA)

May 2007- December 2018

- Handled Desktop Support tickets with Autotask Business Management Software. Set-up Outlook email accounts on employees' smartphones (both OS and Android operating systems)
- Managed Microsoft's Technical Chat program. Scheduled chats using Microsoft proprietary chat software. Offered support to users and employees, demonstrated the software for new users, scheduled the chats on Microsoft.com websites, proofread Q&A transcript of chats and published transcripts to appropriate areas of Microsoft's website (TechNet, MSDN, etc.)
- Proctored and supported Microsoft Virtual Labs for the MSDN and TechNet pages on Microsoft.com, rotated weeks being on-call 24/7 with I.T. team to offer support for users around the world, Quality Control of virtual lab manuals including clarification of walk-through steps, proofreading copy, etc. Published Virtual Labs to TechNet and MSDN virtual lab pages on Microsoft's corporate website
- New hire on-boarding including setting up laptops on company LAN (domain) and Active Directory

- Created detailed user guides for each of our conference rooms detailing how to use the A/V equipment, and share a laptop screen to the projector wall for conference calls and meetings

## **PART TIME WORK**

### **Audience Services**

Seegerstrom Center for the Arts (Costa Mesa, CA)

August 2016 - Present

Head Usher (June 2019 – Present)

- Manage one theater floor per performance
- Handle any patron issues, ticketing conflicts, or other problems that may arise
- Supervise ticket-takers and volunteer usher staff
- Handle cash transactions and accurately report binoculars and Assisted Listening Device rentals
- Write-up detailed reports of issues relating to the condition of my assigned floor including housekeeping or maintenance requirements inside the house, the vestibules at each door, and the lobby

Ticket Taker (February 2019 -June 2019)

- Responsible for accurately greeting patrons and scanning patron tickets as the lobby doors open
  - Provided wheelchair assistance when needed and documented wheelchair service statistics
  - Handled any issues with ticketing and/or seating
  - Answered any customer questions or concerns
- (Promoted to Head Usher in June 2019)

Usher Captain (August 2016 – February 2019)

- Supervised volunteer ushers and assist Head Usher throughout each performance
  - Ensured all rules and regulations are adhered to by usher staff and patrons
- (Promoted to Ticket Taker in February 2019)

## **EDUCATION**

National University Costa Mesa, California

- MS Degree: Electronic Commerce
- BA Degree: Communications